



Employee Assistance Program



EMPLOYEE ASSISTANCE PROGRAM (EAP)

***Do you have any of these
problems in your workplace?***

- Chronic tardiness/absenteeism
- Frequent clashes with others
- Appearance of substance abuse
- Poor or no job production
- Frequent depression





HISTORY OF THE NGB EAP

- 1970:** Public Laws 91-61 and 92-255 mandated employee assistance programs
- 1974:** NGB's "Troubled Employee Program" began for both technicians and AGRs
- 1978:** TPR 792-2 governs the guard program and changed the technician program to Technician Assistance Program (TAP)
- 1980s:** TPR 792-2 changed the program name to Employee Assistance Program (EAP)



GENERAL GUIDANCE FOR **TODAY'S EAP**

- Mental or addict problems will be considered an illness under the EAP
- The Guard is not concerned with an employee's personal problems unless/until they affect the job or efficiency of the service
- The agency does not condone illegal drug activity
- No employee will have his/her job security or promotion opportunities jeopardized due to EAP referral

1. Continuously observe technicians for adverse changes related to:

- Increased absenteeism or tardiness
- Lower job efficiency
- Diminishing or poor work quality
- Missed
suspense/deadlines/appointments



SUPERVISOR'S ROLE IN

EAP

(continued)

- Unpredictable behavior
- Increase in accidents or safety violations
- Impaired personal relationship
- Evidence of financial difficulties
- Marital or family difficulties
- Unexplained illness or other emotionally-based behavior



SUPERVISOR'S ROLE IN

EAP

- 2. Document specific occasions, and maintain documentation in a secure room or container.***
- 3. Do NOT diagnose. Focus on the behavior; not its causes.***
- 4. DO tell an employee with a problem about your observation and his/her inability to do the job.***

(It may be necessary to advise the employee that you are sending him/her home.)



SUPERVISOR'S ROLE IN

EAP

- 5. Do NOT draw conclusions, or say that you know the employee is on drugs or intoxicated.***
- 6. May inquire about employee's attendance at EAP activities, but NOT about treatment.***
- 7. DO report any illegal activities to proper authorities.***



SUPERVISOR'S ROLE IN EAP

8. Supervisor's notes about the employee's regular job performance, productivity and conduct are not subject to confidentiality laws and requirements; however the employee's problems will not be discussed.

-Confidentiality violations: subject to fines up to \$500 for first offense; up to \$5000 for each subsequent one.



SPECIAL CONDITIONS

- Adverse actions may be deferred while in the EAP, if there is satisfactory improvement on the job
- Sick leave will be granted for treatment or rehabilitation
- The referral must NOT be recorded in the Supervisor's Work Folder or placed in the OPF



EAP CASE MANAGER'S **ROLE**

- Serves as the initial POC for employees who ask or have been referred
- Is familiar with numerous health/benefits programs and service that pertain to treatment/rehabilitation of the employee
- Provides EAP TRAINING



EMPLOYEE'S ROLE IN EAP

- Encouraged to attend EAP classes to increase awareness
- Encouraged to seek EAP counseling/assistance if experiencing problems that interfere with the job and/or affect behavior and attitude
- Encouraged to accept EAP referrals if found to be users/abusers



EAP TRAINING

The EAP Case Manager provides:

- **Supervisory training:** related to proper procedures in your state for dealing with employees who have problems that are covered by this program
- **Employee training:** awareness training about how personal problems can cause job and other problems; and how the EAP can help



Question

S

